TN Division of
TennCare

Office of eHealth Initiatives

THE CCT & PATIENT PLANNING

Agenda

Welcome to the CCT & Patient Planning learning module! Here's a brief list of today's agenda:

- Introduction & Objectives
- Identifying gaps using the CCT
- CCT Demonstration
- Group Activity – It's Your Turn
- Questions
- Course Evaluations

Introduction & Objectives

The purpose of this module is to help you gain an understanding of how the CCT can be used to aid in pre-visit member/patient planning. The primary topic areas are intended to help you:

1 **Identify members and understand how CCT gap-in-care data can be used in pre-visit planning**

2 **Describe two ways to access members' gaps in care using the CCT**

3 **Establish a workable process for incorporating CCT gap-in-care data into your office's procedures**

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Identifying Gaps in Care

Using the CCT to identify a member's gaps offers provider organizations reliable data to assist in the coordinating of care and tracking of critical health factors, benefiting the member at a personal-care level while also bringing extended benefits to both organizations and communities.

✓ Improve Quality
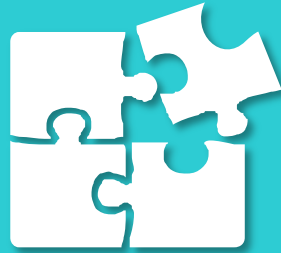
✓ Improve Efficiency

✓ Linked to quality measures

✓ Offer a holistic view of member's care status
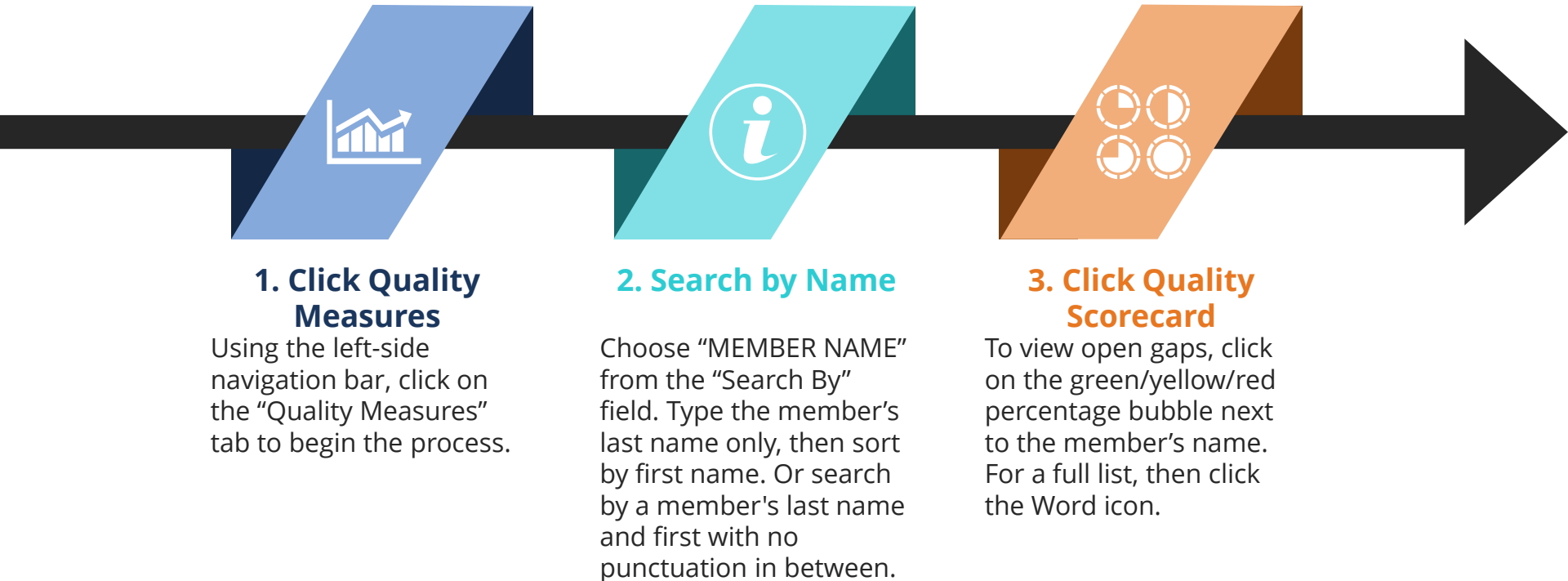
Finding your member's gaps

Method 1

These high-level steps help you quickly identify a member's open gaps in care while also providing easy access to a downloadable report of all quality measures relevant to that member. Additionally, this method allows for quick-and-easy navigation from one member to the next.

1. Click Quality Measures
Using the left-side navigation bar, click on the "Quality Measures" tab to begin the process.

2. Search by Name
Choose "MEMBER NAME" from the "Search By" field. Type the member's last name only, then sort by first name. Or search by a member's last name and first with no punctuation in between.

3. Click Quality Scorecard
To view open gaps, click on the green/yellow/red percentage bubble next to the member's name. For a full list, then click the Word icon.

Finding your member's gaps

Method 2

These high-level steps help you locate a member's status regarding all quality measures. By using the Member Summary section, you also have easy access to other, potentially important information regarding a member's overall care status.

1. Click Quality Measures

Using the left-side navigation bar, click on the "Quality Measures" tab to begin the process.

2. Search by Name

Choose "MEMBER NAME" from the "Search By" field. Type the member's last name only, then sort by first name. Or search by a member's last name and first with no punctuation in between.

3. Click Member Name

Once you've identified the correct member, click on the member's last name to be directed to the member's summary page.

4. Locate Guiding Opportunities

From the member summary page, click on "Care Plan" then "Guiding Opportunities." Choose "external quality measures" from the Opportunity Source dropdown.

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CCT DEMONSTRATION

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GROUP ACTIVITY

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Questions?

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HELPFUL CONTACTS AND RESOURCES

Helpful Contacts and Resources

Support Area	Name	Contact information
General CCT Support	HCFA SPI CCT Team	HCFA.SPIGCCT@tn.gov
CCT Lead	Georgette Kubrussi	Georgette.Kubrussi@tn.gov
PCMH Lead	Meredith Gonsahn	Meredith.Gonsahn@tn.gov
Tennessee Health Link Lead	Jasmine Randle	Jasmine.Randle@tn.gov
Primary Care Transformation (PCT) Lead	Karly Schledwitz Campbell	Karly.Schledwitz@tn.gov
General MTM Support	TennCare MTM Team	TennCare.MTMpilot@tn.gov
Altruista Help Desk		support@altruistahealth.com (855) 596-2491
Amerigroup	PCMH	agptnPCMH@amerigroup.com
Amerigroup	Tennessee Health Link	agptnhealthlink@amerigroup.com
BlueCare	PCMH	GM_TennCarePCMH@bcbst.com
BlueCare	Tennessee Health Link	Melissa_Isbell@bcbst.com
United Healthcare	PCMH	pcmh_payment_reform@uhc.com
United Healthcare	Tennessee Health Link	bh_payment_reform@uhc.com

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Helpful Contacts and Resources

- CCT FAQ document
  - https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/care-coordination-tool.html.
- TennCare's Strategic Planning & Innovation YouTube Channel (with videos and more on the CCT)
  - https://www.youtube.com/channel/UCnFLcOJ5SGx9oqouxV7vcnQ
- Gaining access to the CCT:
  - https://tennessee.na1.echosign.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhD27mT7ONW_gEwP3eIuIMjvVkXRzxDLCIe-PSLBLR8f3bqERsZO-Eyf124s6CsOA1k*

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